

**Subject:** Re: READ: Club Penguin Classic closure cheat sheet of info!  
**Date:** Monday, January 30, 2017 at 5:08:36 PM Pacific Standard Time  
**From:** Ross, Katie  
**To:** #DI GX GSR  
**CC:** #DI GE Management and Team Leads, #DCPI GX Product Services, Axenty, Jeffrey

Hi all,

The Blog announcement is now a few hours old! I have two updates:

There was confusion with some wording in the post where players that currently have membership thought they would have membership access to the end of the game, even if their existing membership time ended prior. This has been updated to be more clear:

*Memberships for desktop Club Penguin and the Club Penguin app will no longer be available for purchase as of Jan. 31, 2017. From Jan. 31 until Mar. 29, 2017, current paid members can log in and continue to enjoy full-unlimited access **until their original membership end date.***

This leads us to the second topic; players trying to purchase another membership to have time last until March 29. If there is an existing membership beyond January 31, there is not a way for them to purchase a new membership and have the time stack. For example, if a membership is set to end on February 17 and the player attempts to purchase a new membership, the charge would not attempt to process until the 17th and would fail. We will want to be as empathetic as we can and assure them that the final party and events are geared towards all our penguins to enjoy.

Let me know if you have questions!

*Katie*

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**From:** "Ross, Katie" <[katie.ross@disney.com](mailto:katie.ross@disney.com)>  
**Date:** Friday, January 27, 2017 at 1:00 PM  
**To:** #DI GX GSR <[DIGXGSR@disney.com](mailto:DIGXGSR@disney.com)>  
**Cc:** #DI GE Management and Team Leads <[DIGEManagementandTeamLeads@disney.com](mailto:DIGEManagementandTeamLeads@disney.com)>, #DCPI GX Product Services <[DCPIGXProductServices@disney.com](mailto:DCPIGXProductServices@disney.com)>, "Axenty, Jeffrey" <[Jeffrey.Axenty@disney.com](mailto:Jeffrey.Axenty@disney.com)>  
**Subject:** Re: READ: Club Penguin Classic closure cheat sheet of info!

Hi all,

Information has been updated already!!!

Nothing too exciting from the GX support perspective; there is a change to the Communication letters that are going to guests. The updated email sunset announcement notifications are attached!

*Katie Ross*

**From:** "Ross, Katie" <[katie.ross@disney.com](mailto:katie.ross@disney.com)>  
**Date:** Friday, January 27, 2017 at 12:48 PM  
**To:** #DI GX GSR <[DIGXGSR@disney.com](mailto:DIGXGSR@disney.com)>  
**Cc:** #DI GE Management and Team Leads <[DGEManagementandTeamLeads@disney.com](mailto:DIGEManagementandTeamLeads@disney.com)>, #DCPI GX Product Services <[DCPIGXProductServices@disney.com](mailto:DCPIGXProductServices@disney.com)>, "Axenty, Jeffrey" <[Jeffrey.Axenty@disney.com](mailto:Jeffrey.Axenty@disney.com)>  
**Subject:** READ: Club Penguin Classic closure cheat sheet of info!

Hi all,

This is an attempt to pull in all the information you may need in one email **\*take a deep breath\***

Some of your team members have been working hard to make sure there are great - and legally approved- quick text to use. Although I know this will inhibit the expressivity that is usually encouraged in responses, it is really important we stick to what was provided to us. This also goes for when we are online or talking to friends, family or fans if you are a social media star with followers that know where you work :D Keep in mind the announcement that is happening today of the Club Penguin Island launch date may/will create an additional flurry of contacts for Club Penguin wondering what will happen... until next week our usual replies still stand. You guys have got this!!!

In this email you will find:

- Quick membership facts
- Copy of email communication going to free players and paid members
- The FAQs that will be posted on the Help Site as of the Blog announcement

Check the CP Slack channel for updates and make sure to reach out to the Club Penguin SMEs Vanessa, Krista and Connor, or any of your Team Leads if you have any questions!!!

## Quick Membership Facts

### Cancel Recurring

- All recurring memberships are automatically canceled as of January 31, 2017 (Paymentech, PayPal, BeanStream, Apple App Store, Google Play and any other payment method set up by Club Penguin for membership). Guests do not need to take any additional actions to prevent recurring charges from any purchase method.
- As of January 31 Play Span will no longer be sending the automatic cancellation email – all accounts that had a paid membership will receive the **CP Sunset Member Notification** – copies of this are attached as well as included below in this email.

### New Purchases

- No new memberships can be purchased from clubpenguin.com or through either app store as of January 31 (this will be completed in the afternoon, there is a chance that people can purchase from when the Blog announcement is made on Monday and the removal of membership from the website/app stores on Tuesday. That is ok, nice for people to have membership access to the end if they want)

### Membership on accounts that go past March 29

- Any membership purchased through clubpenguin.com (the website) that has membership time that ends AFTER March 29 will receive an appropriate refund automatically. \*\*these refunds will be processed in batches and may take 6-8 weeks to appear on the guest's statement
- Memberships purchased through app stores will **not have automatic refunds**, Apple subscriptions can only be handled through Apple support, escalate Google Play subscriptions to TPs through Lync or the Google Wallet Refund queue.

### Refund requests that fall within our refund policy time:

- o If membership time ends BEFORE March 29\* it is ok to process as usual
- o If membership time ends AFTER March 29\* needs to be escalated to a Team Lead as they will already be in process of receiving a partial refund for that membership time. We will still be able to fulfill the request, but it may take longer than usual to process and will show on their account as two credits.
- o Refund requests from subscriptions from Apple need to be directed to Apple Support
- o Refund requests within policy time for Google Play subscriptions can follow the usual process

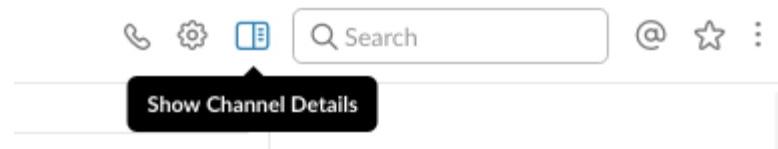
\*The ability to process refunds will be removed from Axis on February 16 – DON'T FRET! Team Leads will be able to assist with any accounts that fall under the refund policy with membership time going beyond the closure date.

**People with Orbital access – please use cp\_chat Slack Channel Snippet “Partial Refund Requests”:**

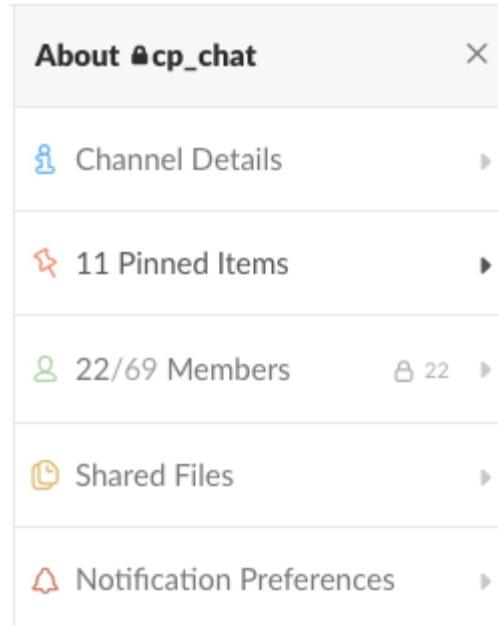
- o Larissa Tonn
- o Jenelle Sims
- o Krista Brown
- o Caity Slavik

**Tip on how to quickly find a pinned item in a Slack Channel:**

1- Select the show channel detail button (to the left of the Search window)



2- Expand Pinned Items



3- Select the Refund Snippet – TA DAAAA



PENGUIN FLIPPER OF SOLIDARITY!

*Katie Ross*

\*\*\*\*\* THE INFORMATION BELOW IS ALSO ATTACHED IN WORD DOC FORM IF YOU PREFER \*\*\*\*\*

**Guest Email Communication sent after the closure announcement (note: some people may receive both emails)**

**CP Sunset Free Player Notification** (anyone that has a Club Penguin account & has created/played in the last 90 days – email address is the Penguin email)

Subject line: Important Message about Club Penguin

Pre- Header: The Club Penguin virtual world will be closing on March 29, 2017.

Dear GUEST NAME,

Thank you for being a part of the amazing Club Penguin community.

Over the past few years, our team has been hard at work on an entirely new Club Penguin experience - Club Penguin Island. As we get closer to the launch of this new product, it's become important for the team to focus all of our efforts on this new experience, and as a result we've made the decision to discontinue the existing Club Penguin virtual world on March 29, 2017. Until that date, penguins can log in to Club Penguin and play. Please note, our current Club Penguin app will also be removed from the App Store and the Google Play Store on February 27, 2017.

To learn more about Club Penguin closing, please find more information here:  
(button with link to Learn More)

Once again, thank you for being an important part of the Club Penguin community. Please stay tuned to learn more about Club Penguin Island, an all-new Club Penguin experience, which will be launching soon in select languages and territories for mobile devices.

Waddle on,

The Club Penguin Team

**CP Sunset Member Notification** (anyone that currently has a membership in Club Penguin Classic)

Subject line: Important Message about Club Penguin

Pre- Header: The Club Penguin virtual world will be closing on March 29, 2017.

Dear Parent,

Thank you for being a part of the amazing Club Penguin community.

Over the past few years, our team has been hard at work on an entirely new Club Penguin experience - Club Penguin Island. As we get closer to the launch of this new product, it's become important for the team to focus all of our efforts on this new experience, and as a result we've made the decision to discontinue the existing Club Penguin virtual world on March 29, 2017. Until that date, penguins can log in to Club Penguin and play. Please note, our current Club Penguin app will also be removed from the App Store and the Google Play Store on February 27, 2017.

As of January 31, 2017, all active Club Penguin recurring subscriptions will be canceled, and memberships will no longer be sold. Memberships with an expiration date past March 29, 2017, will receive an appropriate refund for the remaining time after that date. Additionally, memberships that do not have an expiration date past March 29, 2017, will be honored in-game until the original expiration date.

If you purchased your membership online at clubpenguin.com, you will automatically receive an appropriate refund.

If you purchased your membership on your mobile device, additional steps are required for your refund. Please click [here](#) for detailed information.

Refunds will be processed within 6-8 weeks.

Please email [billing@clubpenguin.com](mailto:billing@clubpenguin.com) with any questions or concerns about your billing. To learn more about the Club Penguin virtual world closing, please find more information [here](#):

(button with link to Learn More)

Once again, thank you for being an important part of the Club Penguin community. Please stay tuned to learn more about Club Penguin Island, an all-new Club Penguin experience, which will be launching soon in select languages and territories for mobile devices.

Waddle on,

The Club Penguin Team

## **FAQs (these will be on the Help Site when the Blog announcement is made)**

### **When will the Club Penguin virtual world be closing down?**

The Club Penguin virtual world will be closing March 29, 2017. Please stay tuned to ClubPenguin.com to learn more about Club Penguin Island, an entirely new Club Penguin experience for mobile, which will be launching soon in select languages and territories.

### **Why is the Club Penguin virtual world closing down?**

Over the past few years, our team has been hard at work on an entirely new Club Penguin experience for mobile. With this next chapter, we will be launching an amazing new product, Club Penguin Island, that offers a uniquely penguin experience, with new features and gameplay, making it more fun than ever. As we get closer to the launch of Club Penguin Island, which will be available in select languages and territories in March, we will be transitioning to an entirely new platform, and, we've made the decision to discontinue the current Club Penguin game on desktop and mobile devices on March 29, 2017.

We are deeply grateful for your time and enthusiasm since the beginning, and we'd like to thank each and every one of you in the Club Penguin community.

### **Will I still be able to log in?**

You will still be able to log into your Club Penguin account until March 29, 2017. We have lots of amazing events planned for penguins to enjoy all the way to March 29, 2017.

### **I have a recurring Club Penguin membership that I purchased online at clubpenguin.com. What happens now?**

As of January 31, 2017, Club Penguin recurring memberships will not be renewed, and new memberships will no longer be sold. Any remaining membership will be honored in-game until that membership's expiration date. For players that have purchased a membership that will last past March 29th, you will automatically receive an appropriate refund for the remaining time after that date.

If you purchased membership through the Club Penguin app, click [here](#).

Please note that refunds may take from 6 to 8 weeks to process. If you were eligible for a refund but have not seen it appear on your statement by March 22, 2017, please contact us for further assistance.

#### **Can I get a refund for the Club Penguin membership I purchased online at clubpenguin.com?**

As of January 31, 2017, Club Penguin recurring memberships will not be renewed, and new memberships will no longer be sold. Any remaining membership will be honored in-game until that membership's expiration date. For players that have purchased a membership that will last past March 29th, you will automatically receive an appropriate refund for the remaining time after that date.

Please note that refunds may take from 6 to 8 weeks to process. If you were eligible for a refund but have not seen it appear on your statement by March 22, 2017, please contact us for further assistance.

If you purchased your membership on a mobile device, with membership time that goes beyond the closure date of March 29, 2017, additional steps are required for your refund. You can find these detailed steps [here](#)

#### **I have a recurring membership that I purchased through the Club Penguin app. What happens now?**

If you purchased your membership on a mobile device, recurring memberships will not renew as of January 31, 2017. Any remaining membership will be honored in-game until that membership's expiration date. If there is membership time that goes beyond March 29, 2017, please follow the steps [here](#).

#### **Can I get a refund for the membership I purchased through the Club Penguin app?**

If you purchased your membership on a mobile device and have membership time that continues past March 29, 2017, additional steps are required to receive a refund.

Please follow the steps below for an appropriate refund.

iPhone, iPad, and iPod touch users:

You will need to contact Apple to inquire about an appropriate refund for membership time the goes beyond March 29, 2017.

Visit Apple's support site for more information.

Android™ users:

Please contact us here to request an appropriate refund for membership time beyond the March 29, 2017 closure date. Be sure to include the following information:

- the penguin name
- the email address associated with your Google Play™ store account
- the Google Play Order number associated with your purchase. This generally looks like "GPA-1234-1234-1234-12345"
- the credit card holder's name

#### **What happens when my subscription expires?**

As of January 31, 2017, Club Penguin recurring memberships will not renew, and new memberships will no longer be available for purchase.

If membership time ends prior to March 29, 2017, Club Penguin accounts will have free player access on our servers until Club Penguin closes. We have lots of amazing events planned for penguins to enjoy all the way to March 29, 2017.

**Is Club Penguin still free to play?**

Yes, you can still create a new penguin account, or log in to play with an existing penguin account, with free player access, until the closure date of March 29, 2017. However, as of January 31, 2017, memberships are no longer available for purchase.

**I have an unused Club Penguin membership card, gift certificate, or free trial code. What do I do now?**

Club Penguin membership cards are non-refundable. If you are having trouble redeeming your Membership Card, please contact us.

Unredeemed Gift Certificates are refundable within 30 days from the purchase date.

Please contact us if you require further assistance.

**Can I create a new account?**

Yes, new accounts can still be created on the Club Penguin virtual world until the closure date of March 29, 2017.

**How can I get membership?**

As of January 31, 2017 Club Penguin memberships will not be able to be purchased.

Learn more about your existing Membership time [here](#).

Learn more about redeeming existing Membership Cards and Gift Certificates [here](#)

Can I receive a partial refund for a Membership Card or Gift Certificate?

Club Penguin membership cards are non-refundable. Gift Certificates are refundable within 30 days from the purchase date. If you are having trouble redeeming your membership card or gift certificate, please contact us for further assistance.

**I haven't received my refund.**

Any accounts purchased at clubpenguin.com with membership time that goes beyond the closure date of March 29, 2017, will automatically receive an appropriate refund.

Please note that refunds may take from 6 to 8 weeks to process after being canceled on January 31, 2017. If you were eligible for a refund and have not received it by March 22, 2017 please contact us.